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Postal Rate Commission Docket # 2011-18

To whom it may concern:

Regarding the closing of the Valley Falls Post Office, I would like to register my disagreement with the decision.

I may have arrived at this decision differently than others. My concern is with the traffic at the other Cumberland branch (on Diamond Hill Road @ Chapel Four Corners).

CONSISTENTLY this branch is under staffed. There are three windows - of which - only ONE is ever staffed. This includes the SATURDAY BEFORE CHRISTMAS (if you can believe it?!?!?!). On that day the line was snaked around the lobby and went outside the building. Many people were loudly complaining and finally "someone" came out from the back to take "stamps only". Now that's some quality service (dripping sarcasm).

The Diamond Hill Post Office only has 10 parking spaces (approximately). Given that there's only ever ONE person at the window, the parking lot is almost always full. People end up parking on the grass, the median, anywhere they can find a parking spot. Additionally, it takes roughly 30 minutes in line before you get serviced – given the constant foot traffic, the parking lot is always jammed – making traffic on the main road be jammed also!

I've called the Post Office complaint line many times, but they brush me off. Nothing is ever done.

I've stopped going to the Post Office for just about everything now - there's so many other alternatives that I don't need to be abused lousy service.

Should the service improve, I'll gladly go back, but until then I avoid the Post Office like the plague.